

## Relationships

A strong relationship between the home and the school plays a very important part in your child's education.

We can not overestimate the critical role parents play in successful learning: parents contribute much to their child's development and are among the most important influences on the way in which the child approaches learning.

Teachers are responsible for the more formal aspects of children's learning, and successful teaching builds on the home experiences of the child. This is most effective where there is an active partnership with parents.

Two-way communication is a critical factor in the partnership between parents and the school. Where a partnership exists, it is easier for parents to feel confident about the teaching and learning taking place in the classroom and to resolve problems that may emerge.

Seeking information as early as possible can easily resolve many issues. If you have any questions or concerns about your child's progress, something that may have happened during the day, the homework set or the assessment procedures, contact the class teacher. The best way to do this is to contact the staff member or the school to arrange a mutually convenient time for a telephone conversation or meeting.

Try to identify the problem clearly before going to the school. If there is more than one problem, list them to ensure that the extent of the problem is clear to the school.

Decide whether the problem is a query, concern or complaint. This will help in finding a solution.

Make an appointment to talk with the teacher/staff member. This can be arranged directly with the staff member or through the school office. If your concern is about the conduct of a staff member, you may prefer to discuss the matter with a school administrator.

Try to stay calm. Even if you don't feel it, being calm will help to get your concerns across more clearly than if you are upset or angry. It may help to take someone with you.

## Atwell Primary School TALKING WITH OUR SCHOOL

### STEPS FOR PARENTS: SCHOOL LEVEL RESOLUTION

#### Stage 1: Discussion with staff member.

Contact the class teacher or other relevant staff member to discuss your concern. This is best done by making an appointment either directly with the staff member or through the school office. Our staff will work with you to attempt to resolve the problem.

#### Stage 2: Review at the school level.

If the concern remains unresolved contact the Deputy Principal or Principal who will work with you and the staff member to help resolve the concern or complaint. You may wish to formalise your concern. To do this, you may write or email the Deputy or Principal who will acknowledge receipt with a reply, even if a resolution is not available at this stage.

The Deputy Principal or Principal will consider the issue and identify what action is to be taken and by when, and will clarify the process.

You should be aware that when a concern or complaint is made in writing about the conduct of an individual staff member, that staff member will receive documentation of the substance of the concern or complaint and, in most cases, the name of the complainant.

### Objectives:

To ensure that concerns or complaints lodged at our school are resolved in a prompt and efficient manner. To promote the highest standards of professionalism in dealing with our community.

### Policy:

Staff at our school are responsible for managing the resolution of concerns, disputes and complaints lodged with us.

We will make every effort to promptly resolve disputes or complaints according to the principles of procedural fairness.

Where we cannot resolve a concern or complaint, the complainant or Principal may forward the complaint to the Regional Executive Director or The Director General of Education.

### Concerns and complaints:

Concerns can be made verbally, by email, by letter. Use of social media, such as Facebook, is not considered an appropriate forum for lodging a concern or complaint.

Help is available at the school to support complainants to formulate, write and lodge a concern or complaint. These may be lodged with the school using any of the contact methods listed above. Written complaints should be addressed:

**"Private and Confidential"**.

The Deputy Principal or Principal  
Atwell Primary School  
160 Lydon Boulevard Atwell 6164  
Email: atwell.ps@education.wa.edu.au

### Information to provide:

You should provide the following information when lodging a concern or making a complaint:

- Your name and contact details;
- Copies of any relevant correspondence or documents relating directly to the concern or complaint;
- The nature of the concern or complaint; and
- What you consider is needed to resolve the matter.

**Responsiveness:**

We will acknowledge written complaints within 5 school days. We seek to resolve local complaints within 14 school days. If because of the serious nature of a concern or complaint, it is deemed necessary to forward it on to another section of the Department, we will do this without delay.

You will be kept informed of the progress of your complaint.

**Enquiring on complaint progress:**

You may enquire as to the progress of your complaint at any time by directly contacting the appropriate person. At the time of lodging a verbal concern or complaint, or in the acknowledgment for a written concern or complaint, this person will be identified for you.

**Outcome of a complaint:**

We will advise you verbally or in writing of the outcome of the concern or complaint. The outcome of written complaints will be provided to you in writing.

**When a complainant is unhappy with the outcome of a complaint:**

If you are unsatisfied with our attempts to resolve your concern or complaint, you may wish to express your concerns to the Principal. If you are still unsatisfied you may wish to contact the Regional Executive Director. To do this contact: South Metropolitan Regional Education Office. While this request can be made verbally, it is preferable that it is made in writing. Help in making this request will be provided by us, or the Regional Office, upon your request.

**Rejecting a Complaint:**

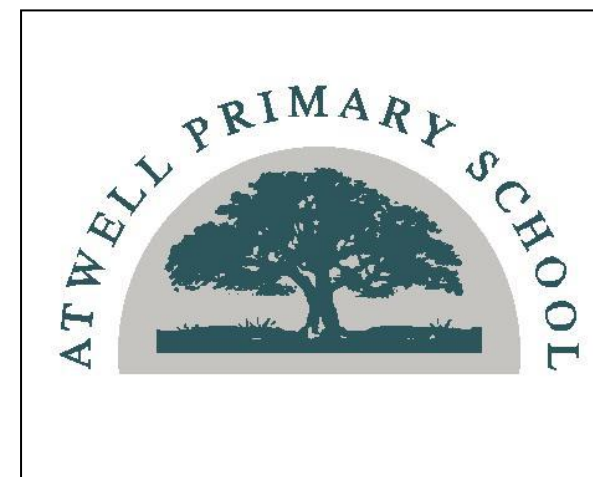
Complaints judged to be vexatious, trivial or without substance, or where it is judged to not warrant further action will not be progressed. You will be advised of this decision.



“How can we work together to improve the situation your child is in?”

*Stephen Doherty  
Principal*

*Atwell Primary School*



**TALKING WITH OUR SCHOOL**

**Information for parents and carers**

*Atwell Primary School  
160 Lydon Boulevard Atwell 6164  
PH: 61742400  
Email: [atwell.ps@education.wa.edu.au](mailto:atwell.ps@education.wa.edu.au)*